

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004212

Senator Kakoschke-Moore provided in writing.

Question

Feedback on providers

- What feedback does the Department collect on jobactive providers?
- What does the Department use that feedback for?

Answer

The Department of Employment collects feedback including complaints, requests for information, compliments, suggestions and tip-offs.

Feedback received is used to ensure the ongoing accountability and integrity of employment services and this stems from the Department's long established contract management, compliance and investigation frameworks.

The Department also seeks feedback from selected jobactive participants through various surveys and the information collected in this way helps improve delivery of employment services and policy on employment and labour market issues.